NIH Help Desk Monthly Summary Report
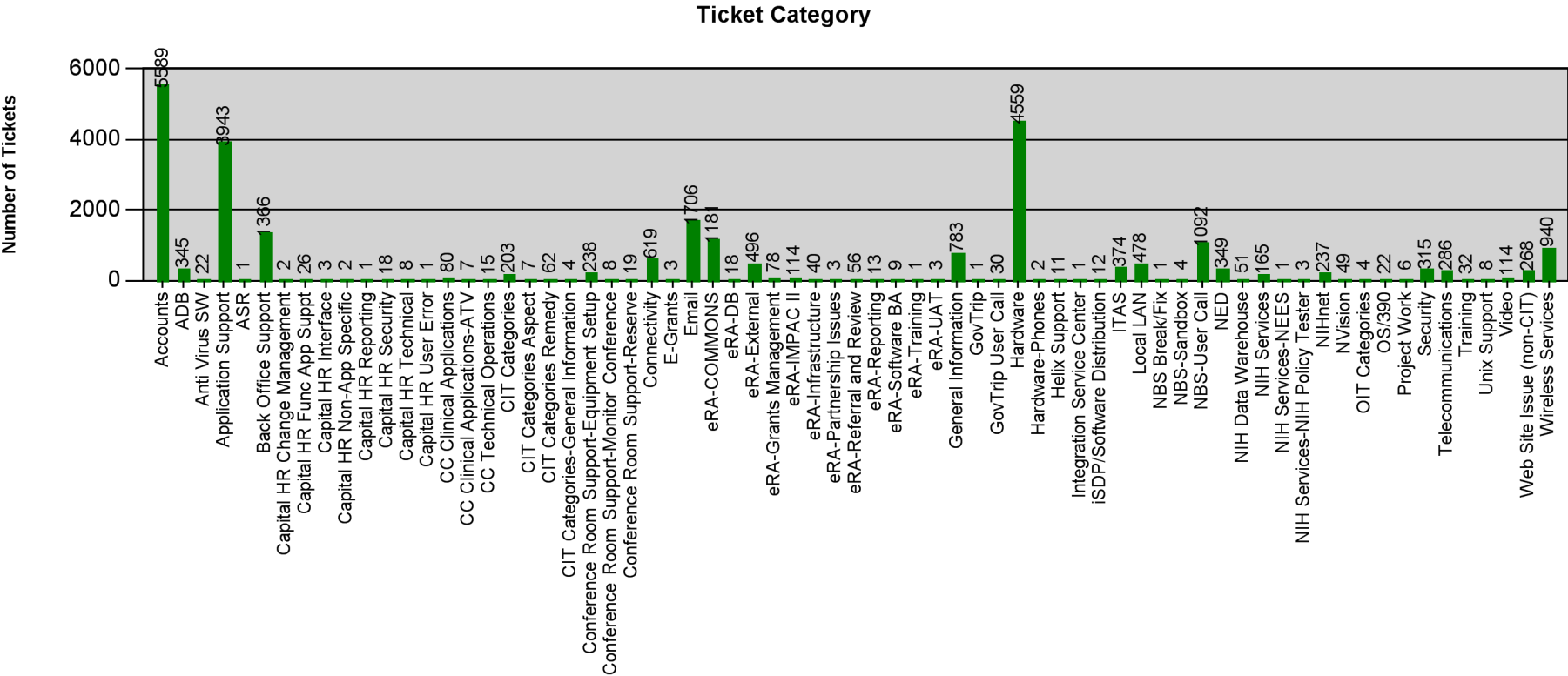
CIT
Center for Information Technology

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 26508

Ticket Category

NIH Help Desk Monthly Summary Report

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 26508
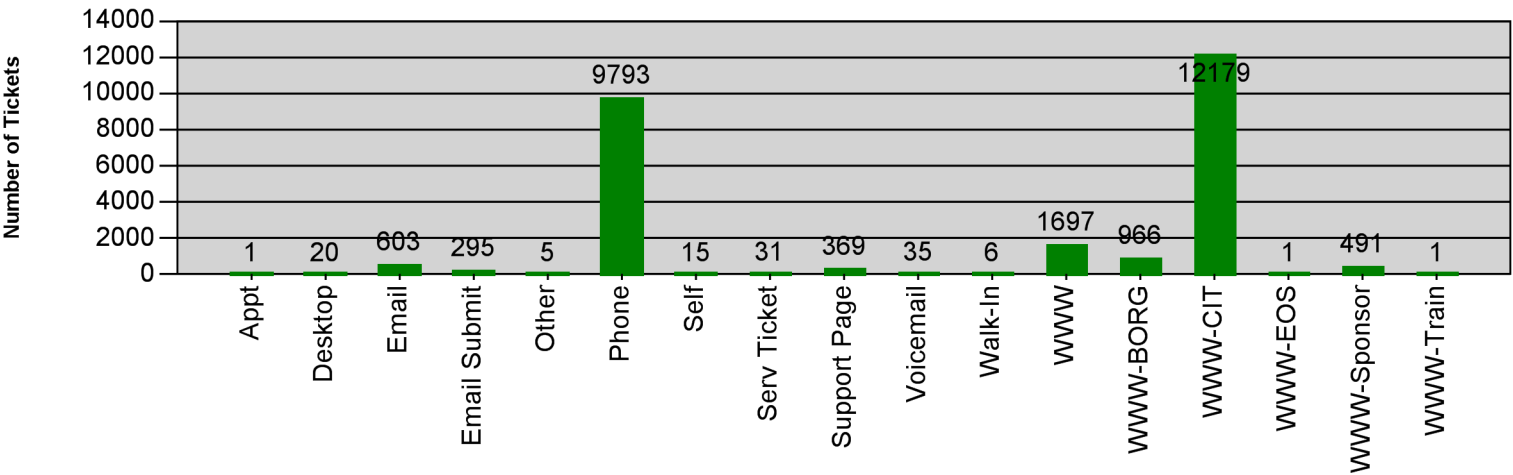
CIT

Center for Information Technology

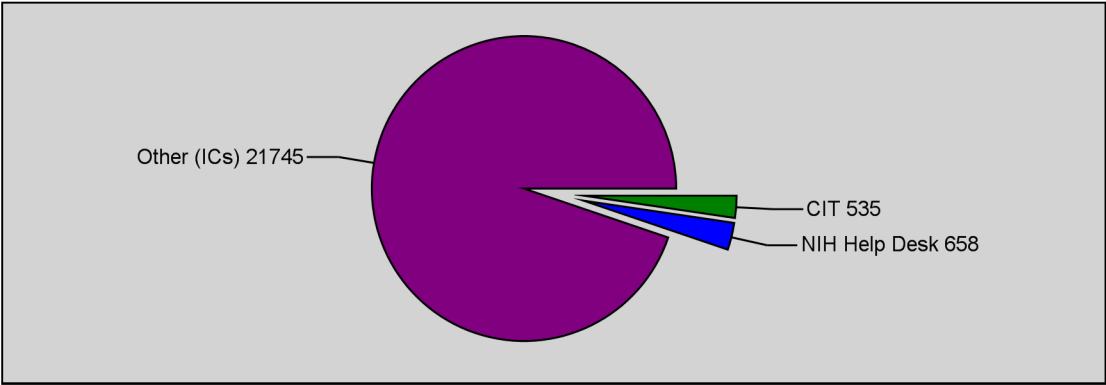For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 7:00:06 AM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 22939

* NOTE: - includes closed no response

Tickets Closed

CIT	535	2.02 %
NIH Help Desk	658	2.48 %
Other (ICs)	21745	82.03 %
Total:	**26508**	**100.00 %**

Tickets assigned to and closed by the NIH Help Desk, other CIT divisions, and Other (ICs)
These tickets were Opened and Closed within the selected period.
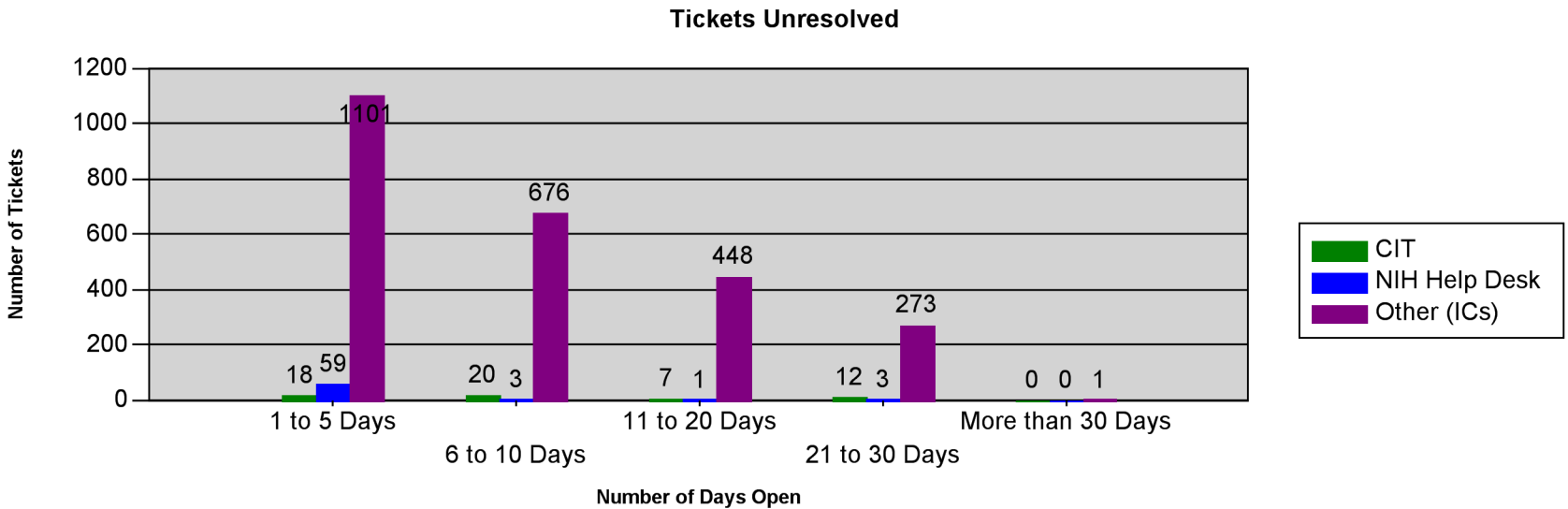
Total Tickets Still Open: 2622

NIH Help Desk Monthly Summary Report

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets by Category, Sources, Tickets Closed and Unresolved

Tickets Unresolved

Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.